Visitor profile related cases

List of use cases:

1. [**За нас**](http://zknadejda.bg/bg/Za_nas-v34)
   * [Кратка история](http://zknadejda.bg/bg/Kratka_istoriya-c88)
   * [Принципи и цели](http://zknadejda.bg/bg/Printsipi_i_tseli-c89)
2. [**Продукти**](http://zknadejda.bg/bg/Produkti-v35)
   * [Застраховка "Заболяване"](http://zknadejda.bg/bg/Zastrahovka_Zabolyavane_-c92)
     + [Профилактика на здравето и предпазване от заболяване](http://zknadejda.bg/bg/Profilaktika_na_zdraveto_i_predpazvane_ot_zabolyavane-c137)
     + [Извънболнична медицинска помощ](http://zknadejda.bg/bg/Izvynbolnichna_meditsinska_pomosht-c138)
     + [Дентална помощ](http://zknadejda.bg/bg/Dentalna_pomosht-c139)
     + [Болнична медицинска помощ](http://zknadejda.bg/bg/Bolnichna_meditsinska_pomosht-c140)
     + [Услуги свързани с битови и други допълнителни условия](http://zknadejda.bg/bg/Uslugi_svyrzani_s_bitovi_i_drugi_dopylnitelni_usloviya-c141)
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     + [Злополука на учащи](http://zknadejda.bg/bg/Zlopoluka_na_uchashti-c158)
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     + [Застраховка "Първи риск"](http://zknadejda.bg/bg/Zastrahovka_Pyrvi_risk_-c172)
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   * [Лечебни заведения](http://zknadejda.bg/bg/medics/0)
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     + [Медицински центрове / ДКЦ](http://zknadejda.bg/bg/medics/2)
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     + [Доверени сервизи](http://zknadejda.bg/bg/Dovereni_servizi-c178)
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5. [**За клиенти**](http://zknadejda.bg/bg/Za_klienti-v135)
   * [Вход за проверка на статус](http://zknadejda.bg/bg/claims/)
   * [Често задавани въпроси](http://zknadejda.bg/bg/Chesto_zadavani_vyprosi-c147)
   * [Полезни съвети](http://zknadejda.bg/bg/Polezni_syveti-c148)
   * [Правила за уреждане на претенции](http://zknadejda.bg/bg/Pravila_za_urezhdane_na_pretentsii-c149)
6. [**За посредници**](http://zknadejda.bg/bg/Za_posrednitsi-c175)
7. [**Събития**](http://zknadejda.bg/bg/Sybitiya-v120)
   * [Новини от ЗК Надежда](http://zknadejda.bg/bg/Novini_ot_ZK_Nadezhda-c150)
   * [Здравен календар](http://zknadejda.bg/bg/Zdraven_kalendar-c151)
8. [**Контакти**](http://zknadejda.bg/bg/Kontakti-c131)
9. [**Карта на сайта**](http://zknadejda.bg/bg/sitemap/)

Use cases related to getting basic information about the insurance company;

*Use Case № 1:* Brief history  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage  
*Main scenario*:

1. User initiates the “Brief History” functionality from “For Us” option in the main menu( positioned just under the insurance company logo )
2. A new section is opened, containing a brief history about the insurance company – how it was created and so on.

*Use Case № 2 :* Principles and Objectives  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage   
*Main scenario*:

1. User initiates the “Principles and Objectives” functionality from “For Us” option in the main menu( positioned just under the insurance company logo )
2. A new section is opened, containing information about company’s main principles and objectives

Use cases related to the main products, offered by the insurance company;

Main case: Illness insurance

Primary Actor: User

Pre Condition: User loads the zknadejda.bg homepage

Main scenario:

1. User initiates the “Illness insurance” functionality from “Products” option in the main menu.
2. A new section is opened with information about the company’s insurance policy
3. At the bottom of the page in a single column are situated some documents with option to download.
4. On the right hand side of the webpage are listed in a single column the main products of the company
5. Under the list with the main products, on the bottom right hand corner there are two options to choose:

* Find partner
* Status check

Illness insurance subcases:

*Case № 3 :* Health protection and prevention from getting ill.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Health protection and prevention from getting ill” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Health protection and prevention from getting ill” insurance package.

*Use Case № 3 :* Medical treatment in a non-hospital institutions  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Medical treatment in a non-hospital institutions” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a non-hospital institutions” insurance package.

*Use Case № 3 :* Dental treatment  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Dental treatment” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Dental treatment” insurance package.

*Use Case № 3 :* Medical treatment in a hospital institution  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Medical treatment in a hospital institution” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a hospital institution” insurance package.

*Use Case № 3 :* Services that have connection with conditions of life or other additional conditions.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “ Services that have connection with conditions of life or other additional conditions ” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “ Services that have connection with conditions of life or other additional conditions ” insurance package.

*Use Case № 3 :* Expenses reimburse.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Expenses reimburse” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Expenses reimburse” insurance package.

*Use Case № 3 :* Expenses reimburse.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Expenses reimburse” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Expenses reimburse” insurance package.

Main case: Accident insurance

Primary Actor: User

Pre Condition: User loads the zknadejda.bg homepage

Main scenario:

1. User initiates the “Accident insurance” functionality from “Products” option in the main menu.
2. A new section is opened with some documents with option to download.
3. On the right hand side of the webpage are listed in a single column the main products of the company
4. Under the list with the main products, on the bottom right hand corner there are two options to choose:

* Find partner
* Status check

*Use Case № 3 :* Common accident.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Common accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing list of two options to download documents with common and special conditions for “Common accident”

*Use Case № 3 :* Hotel guests accident.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Hotel guests accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

*Use Case № 3 :* Students accident.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Students accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

*Use Case № 3 :* Credit taker accident.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Credit taker accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

*Use Case № 3 :* Vehicle seats accident.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Vehicle seats accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

*Use Case № 3 :* Sportsman accident.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Sportsman accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

*Use Case № 3 :* Tourists accident.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Tourists accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

*Use Case № 3 :* Accident insurance for foreigners in Bulgaria.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Accident insurance for foreigners in Bulgaria” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing an options to download a document with the common conditions for insurance package

*Use Case № 3 :* Accident at work.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Accident at work” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a document with the common conditions for “Accident at work”

***Main*** *Case № 3 :* Insurance for assistance when travelling abroad.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Insurance for assistance when travelling abroad” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a document with the common conditions for the insurance package

***MAIN*** *Case № 3 :* Property insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Property insurance” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package

*Use Case № 3 :* First risk insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “First risk insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for “First risk insurance”

*Use Case № 3 :* Safe house insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Safe house insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for “Safe house insurance”

*Use Case № 3 :* Fire and other risks insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Fire and other risks insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing an options to download a documents with the common conditions for “Fire and other risks insurance”

*Use Case № 3 :* Industrial fire insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Industrial fire insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing an options to download a documents with the common conditions for “Industrial fire insurance”

***MAIN*** *Case № 3 :* KASKO insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “KASKO insurance” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an three options to download documents connected to “KASKO insurance”

***MAIN*** *Case № 3 :* Insurance for the spent time to move a luggage.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Insurance for the spent time to move a luggage” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

***MAIN*** *Case № 3 :* Financial insurances.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Financial insurances” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

***MAIN*** *Case № 3 :* Agricultural insurances.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Aggricultural insurances” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package

*Use Case № 3 :* Agriculture culture insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Agriculture culture insurance” functionality from the “Agriculture insurances” in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

*Use Case № 3 :* Animals insurance.  
*Primary Actor*: User  
*Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
*Main scenario*:

1. User initiates the “Animals insurance” functionality from the “Agriculture insurances” in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

Use cases related to online insurance;